



Alacrity Collections Corporation
175 Admiral Cochrane Drive, Suite 202
Annapolis, MD 21401

1.800.752.9663
Fax: 1.410.573.9667
www.alacritycollections.com

Alacrity's Collection Process

Within 3 days of receiving all necessary account information from the client, Alacrity's team will enter the account into Alacrity Collections Corporation's (ACC) system and place the account in collections. You will receive an acknowledgment once the accounts are entered; please check this information to ensure accuracy.

The responsible party then receives a series of 3-4 letters: one letter every 30 days. By law, ACC's first contact with the account holder must be by mail.

14 days after the initial letter is mailed, Alacrity can begin calling on the account. After all efforts have been exhausted, over the course of 6-8 months, and if the account holder has not resolved the account, accounts of \$100 or more will be referred to our attorney. At this point, the contingency fee increases.

Payments received internally and/or reported by client are promptly credited to the account.

Depending on the state, Alacrity's attorneys will make additional calls and send additional letters. If no response is received, or there is a refusal to pay, the attorney will then run a financial profile on the account. Depending on the results, the attorney may contact ACC to request permission to sue the account if the balance is \$2,500 or more and they determine it could be profitable to sue. If the client approves filing suit, Alacrity's law firm will prepare a complaint which must be signed and returned by the client, with the prepaid fee of \$125 per account.

Additional attorney fees include, but are not limited to: filing fees, court costs, private process server, etc. Any additional costs that may occur during the law suit process will also be the client's responsibility and will be billed accordingly.



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Dear Prospective Client,

Thank you for your interest in working with Alacrity Collections Corporation (ACC)!

Once you have signed our contract, send it back to us along with your first placement of delinquent accounts.

Below you will find a list of the data we need from you, in order to get the maximum recovery on your accounts and better serve your organization:

- Full name, address, and phone number(s)
- If a business- company name, contact name, address, phone number
- Last date of charge.
Accounts exceeding 3 years from last date of service are considered past statute
- Itemized statement:
By Federal law, The Fair Debt Collections Act, Alacrity Collections Corporation must provide a copy of the itemized bill when requested.
- Any signed contracts, work tickets, email correspondence, or financial agreements pertaining to the debt, as well as a list of any fees and interest that may have been added to the balance.

The best way to provide Alacrity Collections Corporation with the above information is by sending the client information sheet and their most recent itemized bill.

You can provide this information via Alacrity's secure online drop box (recommended):

<https://alacrity.sharefile.com/app/#/share/getinfo/r0bec4348de4477b8>. Here is a shorter version of the link in case you received a printed version of this document: <https://tinyurl.com/data4alacrity>. The information you upload is scanned into our system and available to our collectors for immediate reference.

You can also submit accounts by fax (1-410-573-9667), email, or mail to P.O. Box 586 Riva, Maryland 21140.

After placing accounts with Alacrity Collections Corporation, Federal law requires reporting of payments and/or bankruptcies, as received by the client (i.e. you). Therefore, please report payments you receive directly from your customer to us within 5 business days. Alacrity prefers system generated payment reports from our clients to ensure accuracy. ACC accepts payment reports by phone, email, fax, electronic drop box or mail.

Please also promptly notify us of bankruptcies or if the person responsible for payment has passed away.

We look forward to working with you and assisting in your debt collection needs! Please retain this information for your records and future reference.

Feel free to call Jackie Flippo, Client Support Manager, at 1-800-752-9663, if you have any questions.

Check out our **blog** for great tips: <https://alacritycollections.com/debt-collection-industry-news/>

Follow us on **Facebook** and **LinkedIn** for even more useful information.

"Professional Collections Recovery at TWICE the national average success rate."